TO 56 Integrated Technical Architecture (ITA) Management

Architecture Management Monthly SLA Metrics Report

(Deliverable 56.1.4h)

APPENDIX A

Help Desk Requests Details

Help Desk Request Details

ID: 155
Follow up on TeamSite capacity issue with client

Request	Prod. Support	**Priority** Medium		**Assigned**	Idoya Oscariz
Open Date:	7/23/2001 11:00:00 AM	**Requestor** Will Handley/Carole Seifert			
Target Date:		**Estimated Effort**	0		
Closed	7/24/2001 3:00:00 PM	**ApplicationType:** Tech/Arch			

Description

Will Handley has escalated the issue of the TeamSite outage last Wednesday 07/18 to the SFA Contracting officer Carole Seifert. After a demand of a written explanation by Carole Seiftert, two actions will be taken: 1) Phill Thomas will send an email to Carole Seifert with an explanation of the events and the steps that we are taking to prevent this from happening again. 2) a meeting is being set up with all parties involved (Lisa Cain, Will Handley, Slawko Semaszcuk) to explain and discuss the same issue.

Resolution:

Will Handley has found Phill Thomas explanation satisfactory so the issue will be closed. The action item to take for Accenture is to schedule a meeting with SFANet business owner/Will Handley/S. Semaszcsuk to discuss the incident and to plan for the future.

Activity

ID: 168   **-** Need to add "cod" directory to Interwoven

Request	Enhancement	**Priority**		**Assigned**	Johney Tam
Open Date:	7/16/2001 10:00:00 AM	**Requestor**	Colleen Kennedy		
Target Date:		**Estimated Effort**	0		
Closed	7/19/2001 12:00:00 PM	**ApplicationType:**	Tech/Arch		

Description

Create a workflow, structure and style similar to "eanouncements" in TeamSite and the related IFAP databases that should be labeled "COD".

Resolution:

The steps in setting up a new directory in IFAP are as follows:
1. In Teamsite, go to validate branch of IFAP, then click on "new directory" under the main file dropdown.
2. Under the new directory created, create a subdirectory called "attachments" if needed.
3. Go to the template data branch, and do another "new directory" creation there.
4. Under this new directory, create 2 subdirectories called "data" and "presentation"
5. Create a datacapture.cfg file for this new directory.
6. Go to the presentation subdirectory and create an .ipl file for presentation template.
7. Have Interwoven admin make changes to the DD config file at
/iw-home/opendeploy/conf/odconf/ifap/CONFIG to include new template data.
8. Have Interwoven admin make changes to the templating.cfg file at /iw-home/local/config to include new template
9. Have Interwoven admin make changes to the CUSTOM file at
/iw-home/opendeploy/conf/odconf/ifap/CONFIG/OD to include new template.

Activity

7/16/01 - Set up directory structure for COD. Set up templates.
7/17/01 - VDC helped migrate DD file and templatedata file to correct directories.
7/19/01 - Identified problem with file syntax; corrected and datadeploy/opendeploy work.

ID: 169   -   Interwoven file systems out of space

Request	Bug Fix	**Priority** High	**Assigned**	Johney Tam
Open Date:	7/18/2001 11:00:00 AM	**Requestor**		
Target Date:		**Estimated Effort**	0	
Closed	7/20/2001 5:00:00 PM	**ApplicationType:** Tech/Arch		

Description

e-mail from SFANet contractor-
We've been experiencing problems with Teamsite this morning... Actually things have come to a screeching halt because there appears to be no space available. Whether we import or try to upload files to Teamsite, as well as FTP these are a few of the error messages we've received:Unexpected error: "Insufficient space to complete operation" 553 [file name] - no space left on device Let me know what we can do about this ASAP. Thanks. Tracey

Resolution:

The /store and /iwmnt file systems filled up on SU35E4. Initial remedy had VDC adding additional 400 MB of disk space to allow some room for work. Need to increase space by a.) adding more disk space or b.) deleting files no longer needed. This is TBD and need to be discussed.

Friday (July 20) 2pm, the VDC provided 3.5GB more disk space.
Monday (July 23) 7:30am, the VDC added 16GB of space and we are currently at 31% utilization. Accenture and the VDC lowered the alarm threshold of the disk space to be at 80% utilization.

Capacity planning will take place when upgrading Teamsite to version 5.0 on the E1 server.

Activity

a. Monday (July 16) 8 p.m., the VDC sent a message to Accenture that we had passed the 95% disk space threshold (400MB remained).
b. Tuesday (July 17) 9 a.m., Accenture received the message from the VDC and began investigating several files on the server to see if anything looked irregular; e.g. an overly large file. Because this server is now treated as production, there were several files Accenture did not have access to. We worked through the files we could read and began creating a quick plan to move forward.
c. Wednesday (July 18) 9a.m., Accenture received an email from an SFA Contractor relaying they got a message saying the server was full. The 400MB that was still left had filled up in a day. To prepare for the NASFAA conference, the Schools Channel was preparing a large amount of new content to be posted to this server during this time. Although we were working to respond to the alarm, the Schools Channel was posting so much content that the server disk space filled up.
d. Wednesday (July 18) 10a.m., Accenture contacted Lisa Cain (Intranet business owner) and advised her of the problem. We asked her if there was any critical content to go on line Thursday or Friday and she responded that there was nothing that could not wait till Monday. She agreed that it was better to wait to avoid jeopardizing anything on the IFAP site for the NASFAA conference. If Lisa had decided that there was content that needed to be updated we would have done so. (A contingency process exists that allows critical content to be posted without using the Interwoven server).
e. Wednesday (July 18) 10:30am, Accenture contacted the SFANet contractors (message below) to let them know their business owner had agreed there was no critical content to post and to ask that they hold off posting until we fixed the problem.
f. Wednesday (July 18) 2:30pm, SFANet contractors responded (message below) that they were able to continue work regardless of issue.

2. What steps will be taken by Accenture to prevent it from happening again (I included the steps we've already taken).
a. Wednesday (July 18) 1pm, Accenture worked with the VDC (Todd Baker) to allocate 400 MB more disk space to bring the capacity to 95%. [NOTE: At this point the issue was resolved. We wanted to keep all

additional capacity available for IFAP, which needed to continue posting content for the NASFAA conference].

b. Wednesday (July 18) 4pm, Accenture prepared a list of possible directories to be removed from the server. We worked with the VDC to see what could be removed. Accenture removed editions from the IFAP area, after getting the okay from the IFAP business owner (Colleen Kennedy) and deleted duplicate entries. That brought the server utilization down to 92%.

c. Friday (July 20) 2pm, the VDC provided 3.5GB more disk space.

d. Monday (July 23) 7:30am, the VDC added 16GB of space and we are currently at 31% utilization. Accenture and the VDC lowered the alarm threshold of the disk space to be at 80% utilization. With the alarm threshold set at 80%, Accenture and the VDC will have sufficient time to plan for and add new disk space when needed (even during a peak usage time such as preparation for a conference).

ID: 170   **-**   SFANet contractors cannot FTP to Interwoven server

Request	Prod. Support	**Priority**	Medium	**Assigned**	Johney Tam
Open Date:	7/23/2001 3:30:00 PM	**Requestor**			
Target Date:		**Estimated Effort**	0		
Closed	7/24/2001 10:00:00 AM	**ApplicationType:**	Tech/Arch		

Description

The SFANet contractors are unable to FTP to the Interwoven su35E4 server with their Ids.

Resolution:

 Called the VDC to have admin check the FTP permissions for the user. Fred Giannetto fixed the permissions and resolved the problem.

 Activity

ID: 171   **-** Support the VDC in changing WebSphere configuration file

Request	Prod. Support	**Priority**	High	**Assigned**	Johney Tam
Open Date:	7/29/2001 1:00:00 PM	**Requestor**			
Target Date:		**Estimated Effort**	0		
Closed	7/29/2001 4:30:00 PM	**ApplicationType:**	Tech/Arch		

Description

The VDC had to upgrade the configuration file in WebSphere and had some issues. Johney Tam received a call from the VDC and helped walk them through on how to make the changes.

Resolution:

VDC followed the directions given to them by Johney Tam and successfully updated the configuration file for WebSphere.

Activity

07/29/01 Johney Tam received call from VDC asking how to open up the adminclient.sh GUI. He walked them through and VDC was able to make the WebSphere configuration change.

ID: 181   **-**   Create a new CIO/IT Services workarea for new contractor

Request	Enhancement	**Priority**	High	**Assigned**	
Open Date:	8/6/2000 9:02:00 AM	**Requestor**	Will Handley		
Target Date:		**Estimated Effort**	0		
Closed		**ApplicationType:**	Tech/Arch		

Description

A new work area needs to be created within the SFANet TeamSite environment for the new contract Sarath Chandra Kolluro

Resolution:

Activity